

Housing 21 Extra Care Cleckheaton Construction Environmental Management Plan.



Date	Reason for Change	Nature of Change	Prepared By	Rev.
23/04/25	First issue	Previously approved document re-badged to Robertson Construction Group	Robertson Construction Group	A

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1. Introduction

Our delivery proposal has been designed by a project specific pre-commencement team which consists of estimators, planners, and design managers as-well-as significant input from the individual (operations and project manager) who will be responsible for the on-site delivery of the project. This document describes Robertson Construction Group Ltd (RCG) approach to the delivery of the development and how we will undertake the management of dust, noise and vibration that has the potential to arise from the construction activities.

RCG also have a robust Environmental Policy that will sit alongside this document to ensure that the effects of dust, noise and vibration as well as other environmental considerations are effectively managed, monitored and reviewed by the project management team.

2. Approach (Construction Methodology)

Our approach has been tailored to meet the specific challenges faced at Kenmore Drive providing a detailed methodology as to how safe and efficient systems of work will be established and maintained from contract award through mobilisation, pre-commencement and construction phases and on into commissioning, handover and aftercare.

Programme Narrative

In order to make an effective start on site it would be prudent to carry out tree and hedge removal in advance of the bird nesting season as an enabling work package. This would negate the need for an ecologist's inspection just prior to the works starting and the possibility of works being delayed if nesting birds are found particularly at the intended entrances to site. Early hedge removal at the boundary would also identify any issues with neighbours fencing or lack of it and any remedial work necessary to provide security. Once the ecological works and site security panels are complete, we will then turn our focus to the substantial site establishment works such as hard standing and temporary

welfare install whilst progressing the earthworks and development main drainage connections.

Once the site set up and temporary haul road are established we will be in a position to receive and turn wagons undertaking the cut and fill works. It is critical at this time that our site team maintain communication with the neighbours by way of newsletters and early introduction. The earthworks will take between 12-18wks to complete and will involve a number of wagons on turn around to ensure levels are suitable for the installation of the main retaining wall and then re-instatement of platform to construct upon. Once the drainage, earthworks and retaining wall is installed we will then be in a position to install the Public right of way and re-open access and egress under the newly agreed routes. The Building itself will then continue from lower ground level up to third floor and handover.

Crucial to achieving programme will be co-ordination of material supplies to accord with optimum resource numbers, careful scheduling of deliveries and advance notice of resource required will ensure productivity to meet programme. Achieving a balance of resources between the critical sub trades for traditional construction i.e. bricklayers, scaffolds, roofers and window/door installers will dictate watertight dates for finishing trades to commence and this will be an important focus for site management. The date by which scaffold can be dismantled on the development will also be a milestone which will afford connection of incoming services and completion of external works.

In conjunction with the above technical approvals, the discharge of planning/building control conditions, completion of agreements and dialogue with statutory service providers will be closely monitored so as not to detract from production/continuity of work on site. Regular meetings with subcontractors, the agreement of priorities and early resolution of any issues that arise will ensure intended handover dates are met. Regular monitoring of progress against programme will ensure any issues with critical activities are identified early and corrective measures put in place.

All Material will be stored in designated areas as highlighted in Appendix L Managing debris and welfare plan. These two areas will contain Bricks and blocks initially and as material is used in the earlier sections so additional items will be delivered, managed and controlled by the project management team. All material will be managed via a material schedule and tracker held within the site office and on our Common Data Environment - ACC.

All plant will be parked within the site curtilage with accessible spill kits to hand. The site will be monitored via our onsite motion and image capture security system. In addition to our site monitoring system we will also install 2m tall heras fence panels double clipped to the entire perimeter of the site, additional hoarding / panelling will also be constructed to the surround of the welfare area. The security fencing will be managed and monitored on our weekly site inspection documentation and form a part of the temporary works tracker.

The approach employed to manage dust, noise and vibration on the site is to understand the environment where the site is situated, the activities to be undertaken, the likelihood and potential for nuisance/inconvenience from these activities and to identify and assess who may be affected by the construction works. The impact would be considered by the identification of human and ecological receptors adjacent to the site and the likely effects on these receptors.

RCG are an active member of the Considerate Constructor Scheme with an ethos to exceed the minimum requirements set out in the scheme with a view to becoming a market leader/innovative Constructor.

3. Location of the Works

The scheme is located at the following address:

Kenmore Dr
Cleckheaton
BD19 3EJ

4. Scope of Works

The scope of works is to construct 80 No apartments on behalf of Housing 21. This includes connection of all main utilities and drainage. The target construction programme will commence in January of 2024 and complete in Summer of 2026.

5. Proposed Site/Existing

This scheme involves the development of an area of land that has previously been used for green field agriculture.

Existing Site:



Proposed Site:



The development site currently has one main access at the end of Kenmore drive the designated vehicular route will be designed with temporary warning and directional signage on the approaches to and from the project. We will therefore ensure during the initial works the site fence line allows deliveries to drive immediately onto site without causing disruption to the local road network. A designated car parking area will be situated within compound of the site setup as indicated on Appendix L to accommodate construction workers. *(Discussions are also being held with the neighbouring land owner, with the view to agreeing an areas for over flow parking during the peak build period.) The initial construction access routes will be made suitable for construction vehicles and services within the entrance margins protected where required.

6. Construction working hours, delivery constraints

No construction activities (including deliveries) will take place outside the hours of 0800 and 18.00 Monday-Friday and 0800 and 1300 on Saturdays.

No works will be carried out on Sundays, Bank or Public Holidays without express permission from the Local Authority and client.

All deliveries will be scheduled to take place within normal site working hours and scheduled to avoid peak periods e.g. rush hour, school drop off/collection times, etc.

A Site Banksman/ ganger will be employed to escort deliveries and manage traffic where appropriate, reversing of vehicles will be kept to a minimum and avoided if at all possible given the nature of the access along Kenmore drive.

All off-loading of plant, equipment and materials will be carried out on site and vehicles would turn around within the site curtilage before leaving under the supervision of the project team.

7. Sensitive Receptors

As described previously, the proposed site sits within a residential area with a number of properties close to the site boundaries. The location of these properties, their occupants and the local environment warrants careful consideration to ensure the impacts from the construction activities are minimised and effectively managed so as not to cause unnecessary nuisance. The potential effects of dust, noise, vibration and debris to highways will be monitored and where required mitigation measures implemented as the development progresses.

8. Measures to control and monitor the emission of dust and dirt during construction

This particular site is considered to be large in nature, approx. 15,600m² and the magnitude of emissions from the site activities should be assessed owing to the proximity of the receptors. The effects of the wind will also contribute

to these factors. The prevailing wind is Westerly 47% of the year. (See appendix A).

These people (human receptors) are potentially more sensitive to these impacts given their location in relation to the proposed site.

There are also existing trees to be retained to the north and east of the site and protection of these trees (ecological receptors) also requires consideration.

The varying stages of construction projects are considered to have different potential impacts relating to emission of dust and the Technical Document '*Guidance on the assessment of dust from demolition and construction*' produced by the Institute of Air Quality Management (IAQM) has been considered throughout this process. These stages are:

- Earthworks;
- Construction;
- Track-out.

The scale of each activity should be considered in relation to the size of the site/works and the potential for dust emission.

Earthworks

Large - Total site area >10,000 m², potentially dusty soil type (e.g. clay, which will be prone to suspension when dry due to small particle size).

Construction:

Medium - Building volume 25,000-100,000m³, on site batching, dusty construction material

Dust Emission Magnitude for Cleckheaton

Earthworks - High

Construction - Approx. 26,008³

Activity	Dust Emission Magnitude
Demolition	N/A
Earthworks	High
Construction	Medium
Track-Out	Medium

RCG will take all reasonable measures to reduce dust pollution on site by the following means:

- Identifying receptors and giving consideration to these receptors and the effects of dust potential on the from site activities. (See Appendix A)
- Creating a stakeholder communication Plan (see example in Appendix B) to include engagement prior to works commencement and regular information updates and actively seeking feedback;
- Giving consideration to the local community, establishing and maintaining a relationship with the community to allow meaningful two-way discussion;
- Providing information to the local community by way of identifying a competent person who has responsibility for the site activities and can advise members of the community prior to the commencement of planned works, give progress updates and will treat any complaints arising from the works fairly and expeditiously. (See Appendix C)
- Installation of hoarding around the site either solid/meshed as appropriate and display contact information;
- Plan the boundary in such a way so that the access into the site is as far away from the receptors as practicable;
- Protection to existing trees and hedgerows to the North and South of the site (ecological receptors);
- Tracking of plant over prepared surfaces where possible by preparing the road infrastructure as soon as practicable after works commence;

- Haul roads will be kept clean
- Removing spoil as soon as practicable & avoid stock piling. If stockpiling, re-vegetate as soon as practicable;
- The dampening down of the site in prolonged hot weather. This is to be achieved by a suitable water suppression system such as bowser and spray bar or the use of atomisers (see images below) and the use of dust suppression additives if these are deemed necessary.



- A segregated area will be allocated for the cutting of blocks & dust suppression apparatus will be used with all Stihl saw & grinding plant;
- Dust sheeting is to be placed on site in areas where block cutting is to take place if necessary;
- The site's general skip & mini skips used for the transportation of waste will be covered with dust netting;
- Information, instruction & training on dust pollution will be given to employees & sub-contractors upon induction;
- Tool box talks will be delivered on the subject by the Project Manager to site operatives;
- Regular two way discussion with neighbours, advising of significant events with additional monitoring;
- Adherence with the working hours of the site;
- It is understood that adverse weather conditions can have a negative impact on dust management. Planning vehicle movements and site activities to avoid adverse wind conditions will have a positive impact on the emission of dust; vehicles are to be sheeted when delivering materials to and removing waste from site. If forecasted weather conditions i.e. prolonged dry weather, wind direction and wind strength are likely to impact receptors should dust be allowed to blow from the site, the site management team will give consideration to prohibiting movement of

vehicles on site and other activities on site until the following factors are reviewed or when weather conditions have abated;

- The effectiveness of mitigating measures. Implement further measures if deemed necessary.
 - Condition of haul roads. A road sweeper will be used to clear haul roads of materials with the potential to emit dust during prolonged dry weather. Haul roads will be dampened down with water suppression equipment and additives if deemed necessary to lower the potential of dust from any surface material arising from site activities.
 - The general condition of the site will be assessed to ensure the management of dust emission is effective. As necessary the site will be dampened down with water suppression equipment and additives to ensure the surface of the site has a reduced potential to emit dust.
- Imposing a site speed limit of 5 MPH;
 - Locating plant with dust potential away from receptors;
 - Avoid the use of batching plants. RCG do not anticipate the use of batching plant on this site;
 - Avoid the use of crushing/screening plants. RCG do not anticipate the use of crushing/screening plants on this site;
 - Avoiding over stocking with just in time deliveries. Loose granular materials to be stored in bunded areas and not allowed to dry out;
 - Carry out regular inspections on site and outside of the site boundary including roads/footpaths etc.;
 - Road sweepers will be deployed to ensure the carriageway is kept clean and any track out removed any contaminated water generated on the project will be removed as contaminated waste and disposed of via a licenced carrier
 - Record any dust/air quality complaints, identify causes, implement and record improvement measures and monitor for suitability (see Appendix D);
 - Maintain the complaints log for the duration of the project and make these available to the LA if requested;
 - RCG will consult with the Local Planning Authority (LPA) and agree the frequency for periodically reviewing the plan. If complaints from receptors are received or following the regular reviews of the plan and site operations that identify that the mitigating measures to manage dust

emissions are proving to be ineffective, the site management team will look to identify and implement additional measures. Additionally (with the agreement of the LPA if required) RCG will seek to monitor and analyse dust levels arising from the site activities by methods agreed and detailed within the *LPA Technical Advice Note for Dust* and '*Guidance on the assessment of dust from demolition and construction*' produced by the Institute of Air Quality Management (IAQM) This may include the appointment of a professional consultant to undertake an assessment of dust arising from the construction activities in accordance with the Institute of Air Quality Management (IAQM) guidance.

- RCG have a robust Environmental Policy and ISO 14001 accreditation. In accordance with the policy, monitoring and auditing will take place at regular intervals (see Appendix E). With formal records kept on site weekly (Appendix F), and from site audits, generally 4 weekly (Appendix G). Incidents of Non-conformance/Preventative Action are recorded, implemented and reviewed (Appendix H).

9. Measures to control the emission of noise and vibration.

RCG will take all reasonable measures to reduce the effects of noise and vibration by the following means:

- Giving consideration to BS5228 Code of Practice for Noise & Vibration of Construction & Open Sites, Parts 1 & 2;
- Adhering to the Noise at Work Regulations 2005;
- Adhering to the Control of Vibration at Work Regulations 2005;
- Creating a stakeholder communication plan (see example in Appendix B) to include engagement prior to works commencement and regular information updates and actively seeking feedback;
- Giving consideration to the local community, establishing and maintaining a relationship with the community to allow meaningful two-way discussion;
- Providing information to the local community by way of identifying a competent person who has responsibility for the site activities and can advise members of the community prior to the commencement of planned works, give progress updates and will treat any complaints arising from the works fairly and expeditiously. (See appendix C)

- Identifying receptors and give consideration to these receptors and the effects of noise and vibration potential on them from site activities (See Appendix A);
- Identifying mitigating measures to give protection to these receptors, implement and review as works are instigated;
- Operatives will be appropriately trained to use techniques to keep site noise and vibration to a minimum and effectively supervised by person(s) with authority to effect the works;
- Utilising well-maintained, modern and quieter plant and equipment made by manufacturers who have taken positive steps to limit the noise emission of their products, operatives will report and defective noise control measures to their supervisors;
- Ensuring plant and equipment is regularly checked and serviced for correct operation;
- Locating noisy plant and equipment away from public areas where possible;
- Using screens/barriers to segregate noise from equipment and members of the public and other personnel not associated with particular tasks;
- Restricting working hours for noisy operations to avoid early morning; Noise levels above 75db will trigger the need for noise reducing measures to be implemented where adjacent the northerly site boundary;
- Adhering to the working hours of the site;
- Ensuring plant and equipment does not vibrate beyond the expected level and therefore cause avoidable noise;
- Ensuring hatches and covers are closed during use;
- Switching off plant/machinery when not in use;
- Carrying out regular monitoring on site and outside of the site boundary and maintaining a record of the monitoring (Appendix I)
- All temp lighting task and security will be diffused and angled in such a way as not to shine on or cast light pollution onto any existing property or structure.
- We will endeavour to ensure suitable NRMM is allocated to the site that meet the requirements of the project whilst considering the highest emission standards
- Ensure a no idling policy is implemented, using safety notices we will communicate this on induction to all Plant operators and delivery vehicles.

- Avoid the use of diesel or petrol powered generators and use mains electricity or battery powered equipment where practicable. All Temporary site supply will be designed using temporary LV supply from the local network, Generators will be avoided where local network is accessible.
- The site will enforce a zero tolerance to open flames on site with the exception of equipment requiring a hot works permit.
- Where possible all site staff will be encouraged to travel to site via more sustainable methods e.g. secure cycle storage, car share, provision of bus timetables, subsidised home to work transport etc.

10. Mud and debris migrating to highway (Track-out)

In the first instance clean haul roads will be formed to prevent the collection of mud on site vehicles and subsequent transmission to the local road network. Wheel washing facilities and/or other measures will be utilised to prevent mud and other debris migrating onto the highway. The condition of all vehicles leaving site will be monitored by a RCG designated operative. If necessary, vehicle wheels will be cleaned manually via the use of a high pressure hose or similar, and a stiff brush. Mud/slurry, etc. will not be allowed onto the public highway but if apparent will be removed immediately. RCG site supervision will monitor the condition of public highways adjacent to the site daily and employ the services of a 'road sweeper/cleaning' vehicle, as required to ensure road safety and cleanliness is maintained, in addition an onsite wheel wash station comprising of water supply and hose will be provided as shown on Appendix L.

11. Construction access/egress

The current site has 1no access/egress points for all vehicles, initially there will be a second access point to the lower end of the site on the northern boundary at Rooks avenue, to allow for ground workers to undertake critical drainage connections for the development. The site fencing will be configured so that deliveries can drive into the site before stopping. The main site road construction will be brought up to base course as soon as possible to provide a clean surface which will help reduce the transfer of mud onto existing roads. A separate drainage strategy will be devised to manage on site water during the earthworks and eventual installation of site drainage.

Directional signage will be provided both on and off-site to ensure vehicles do not stray into adjacent residential areas, speed limits (5MPH) will be applied on site and turning areas formed to remove the necessity for reversing. All Section 278 Works required to form new entrance will have signage in accordance with Chapter 8 requirements.

(See Appendix M for Site Access & Egress from Major arterial roads to minor roads).

Examples of signage to be deployed:



12. Boundary security, fencing and hoardings.

The vast majority of the site perimeter will be fenced using mesh type panels fixed to timber posts concreted into position to prevent trespass and provide security. The frontage to the site will be solid hoarding erected to suit sight lines for traffic leaving site. The site will be registered with the Considerate Constructors Scheme and appropriate signage displayed on the hoarding. As the site works are situated well back from the main road viewing panels will not prove beneficial, however information boards will be provided and graphics to illustrate the intended development when finished. Contact information for site and company will also be displayed. A separate compound within the site will be enclosed with solid hoarding for additional security and house the temporary site accommodation, storage containers and material laydown areas/plant parking areas. During winter months floodlights will illuminate the compound taking care not to cause nuisance to local residents. Temporary service connections will be sought as early as possible to reduce any noise and exhaust fumes from temporary generators.

13. Waste Management

Waste materials, debris, etc. will be removed from the 'workface' daily. It will be placed in dedicated and strategically placed waste skips. Waste skips will be hired from approved waste removal contractors. All relevant disposal and tip certification will remain on site throughout the duration of the contract, for auditing purposes. All contaminated material, ground etc. will be disposed of by fully licensed waste disposal specialist contractors, waste transfer documentation will be obtained and maintained on site for auditing purposes. Upon project completion waste transfer documentation will be passed to the Principal Designer for inclusion in the client Health and Safety File. It would be our intention to Reduce/Eliminate, Avoid/Minimise the amount of waste we produce. Project teams are encouraged to not over-order materials and, where possible ensure materials are cut to size before coming to site removing the creation of off-cuts. In addition, RCG utilises package take back schemes and reverse logistics initiatives to reduce the number of empty vehicle movements and enable the take back of reusable packaging such as pallets and crates. In addition Regular monthly Safety Health and environment audits will review our waste management procedure and highlight was management segregation and % of land fill disposal. This is a key area of focus to RCG as we work towards developing our wider sustainability plan and reduction in carbon footprint.

14. Measures for liaising with the local community and procedures to deal with any complaints received

RCG consider themselves to be a Considerate Constructor:

- RCG will register the scheme under the Considerate Constructors Scheme;
- We have a proven track record to integrate/communicate and engage with local residents and stakeholders and will initiate measures to carry these values forward on this particular scheme via a key stakeholder mapping strategy and communication plan (See example in Appendix B);
- Residents of properties which sit adjacent to the site will be consulted prior to works commencing and regularly appraised of works progress and feedback actively sought;

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- Other neighbours potentially affected will also be consulted before and during works;
 - A responsible person (Project Manager) will be identified to local residents who has authority to act;
 - Any complaints made to the Project Manager will be taken seriously and dealt with appropriately with the complaint logged, caused identified and improvement measures implemented and reviewed (see Appendix D);
 - Any feedback arising from site activities is welcomed and the responsible person can take action if necessary.
 - Any formal complaints received at RCG Head Office will be formally actioned, as follows:
 - 48 hours - Acknowledgement of complaint.
 - 5 Working Days - Issue of a holding response to advice of the person dealing with the query and anticipated response time.
 - 15 Working Days - Issue of a full response following investigation.

 - Site information displayed on site notice boards and included within correspondence to local residents.
 - RCG have a robust complaints policy to deal with issues in a timely manner that allows for thorough investigation and satisfactory conclusion.
 - Monthly newsletters are produced to advise of current site progress and significant planned operations (Appendix C)
 - We will locate a Community Notice Board on the site hoarding. The aim of this is to provide information including contact details, site team details, site news, health and safety information. A suggestion box may also be located to offer feedback to the site team which will be responded to on a 'You Said - We Did' board for two-way communication.

15. Environmental Considerations/Monitoring

RCG have a robust Environmental Policy and ISO 14001 accreditation. Managers are required to ensure the Policy is adhered to on site with regular site inspections scheduled throughout the construction process and comprehensive site records kept.

All operatives will receive a full site induction prior to commencement of any activities to inform them of site specific requirements or restrictions. Regular updates via daily bulletins and toolbox talks will also inform ongoing activities and daily tasks.

Daily visual environmental inspections will be conducted with a formal recorded inspection taking place weekly. RCG EHS Managers also visit site regularly to carry out site audits to ensure the company's policies are being adhered to. These are generally every 4 weeks however on smaller sites with low risk/potential activities this could be extended to 8 weeks.

In the event of an incident, a full review of the site operating procedures would be carried out to prevent re-occurrence. Company policies are also reviewed at regular intervals to ensure compliance with current regulations, industry standards and good practice.

A complaints log will be maintained for the duration of the project and these will be made available to the Local Authority if requested.

Action Plan - Incident Response

The purpose of this procedure is to establish and outline the process for identifying, documenting, analysing and rectifying non-conformities, identifying preventative and corrective actions;

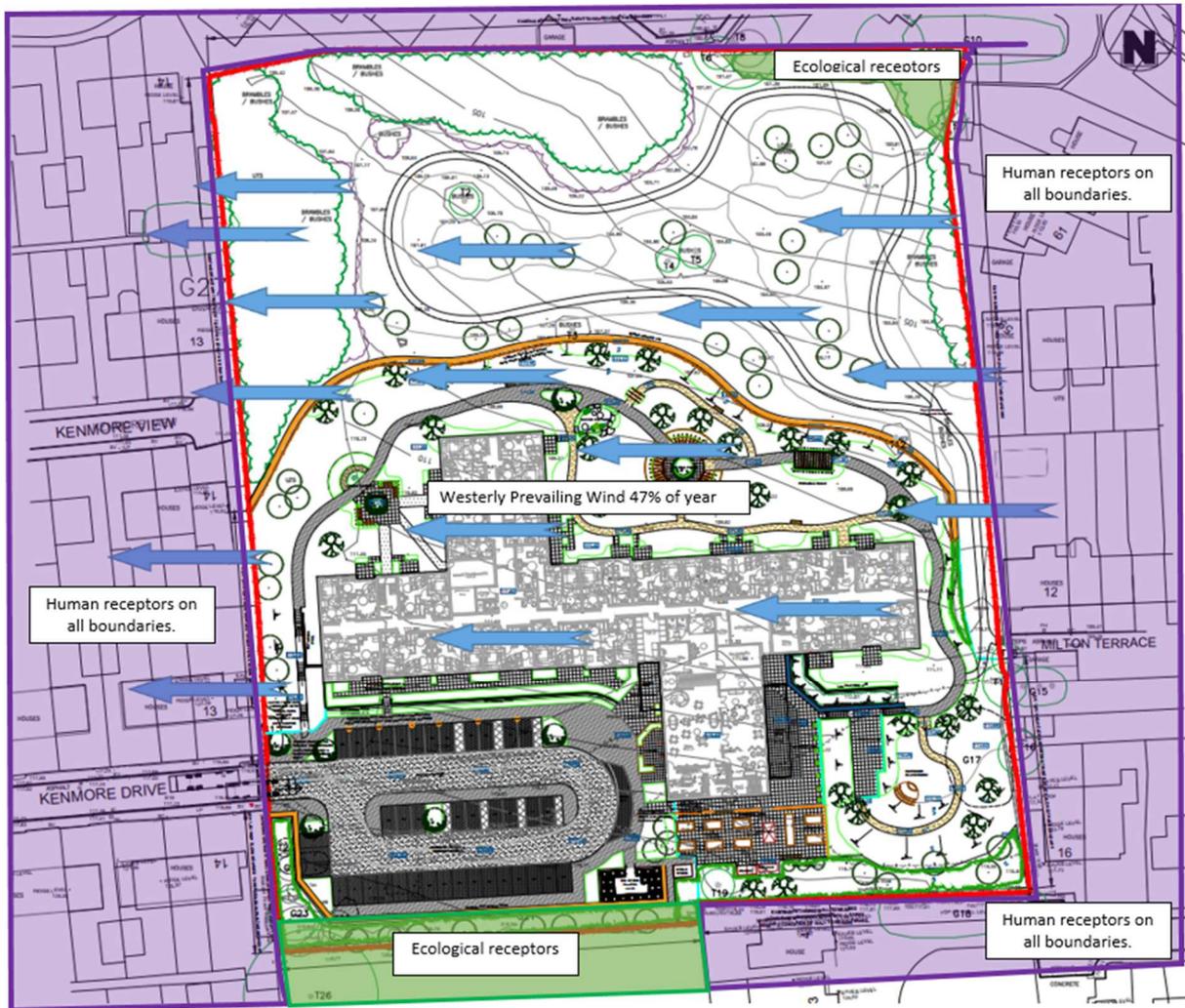
Corrective action is generally a reactive process used to address non-conformities after they have occurred. This is often triggered by events that have occurred, issues identified during inspection, audit and complaints from neighbours.

Preventative Action is generally a proactive process intended to prevent potential non-conformities before they occur or increase in severity. This could result in the amendment of method statements to ensure a more robust solution is put in place or the result of near miss, negative comments or complaint.

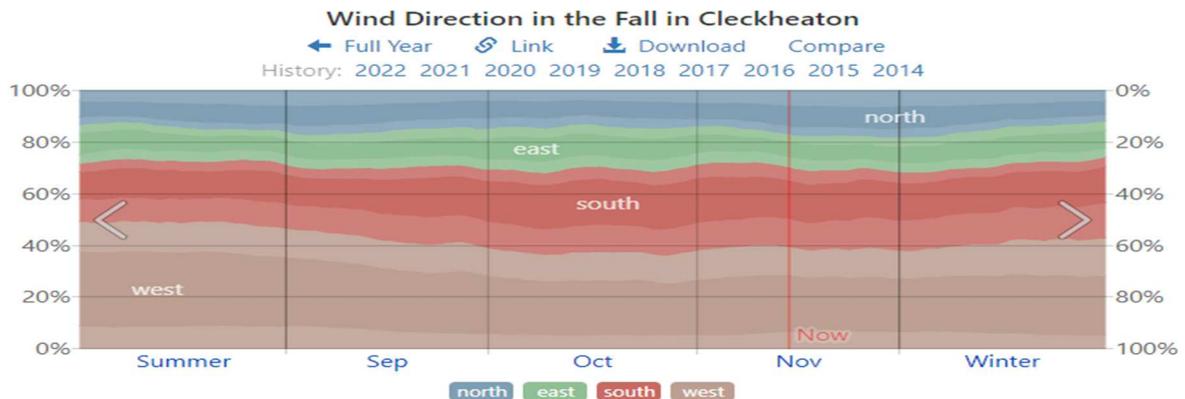
The Project team and Safety Manager have a responsibility to ensure that any preventative action is implemented on site with satisfactory results and that any corrective actions are effective. These actions will be formally tracked throughout the duration of the scheme and will be used along with the data from other schemes to inform the review of company policy. Examples of the pro-forma used see Appendix H.

Appendix A – Proposed site plan showing location of receptors and prevailing wind direction

Proposed site plan with human and ecological receptors to the site



Prevailing wind direction



The percentage of hours in which the mean wind direction is from each of the four cardinal wind directions, excluding hours in which the mean wind speed is less than 1.6 kph. The lightly tinted areas at the boundaries are the percentage of hours spent in the implied intermediate directions (northeast, southeast, southwest, and northwest).

Appendix B Stakeholder & Community Engagement Plan (Example)

Stakeholder		Tolent Owner	Concern/Interest	Action Plan	Communication Method
Hudson Road Primary	0191 514 3434 Mrs Cathy Westgate	Customer Services Manager	<ul style="list-style-type: none"> ➤ Danger of a building site near your local school or home for children ➤ Potential for increased traffic noise and disruption ➤ Opportunities for Engagement event 	<ul style="list-style-type: none"> ➤ Arrange introduction prior to commencement ➤ Understand what opportunities for partnership ➤ Offer H&S briefs, site visits as per CCS 	<ul style="list-style-type: none"> ➤ Pre-commencement meetings ➤ Events ➤ Newsletter/Website/Twitter ➤ Possible CCS Hoardings competition
Valley Road Academy	0191 500 2999 Mrs Gillian Jack	Customer Services Manager	<ul style="list-style-type: none"> ➤ As above 	<ul style="list-style-type: none"> ➤ As above 	<ul style="list-style-type: none"> ➤ As above
Thornhill Academy	0191 500 7981 Mr Redford	Customer Services Manager	<ul style="list-style-type: none"> ➤ Potential school careers events and World of Work Week ➤ Construction Industry promotion Working with Industry 	<ul style="list-style-type: none"> ➤ Pre-commencement meeting ➤ Discuss employment & training opportunities to learners 	<ul style="list-style-type: none"> ➤ Pre-commencement meetings ➤ Events ➤ Newsletter/Website/Twitter ➤ Possible hosted event
St Anthony Girls Academy	0191 565 8904 Mrs Monica Shepherd	Customer Services Manager	<ul style="list-style-type: none"> ➤ As above 	<ul style="list-style-type: none"> ➤ As above 	<ul style="list-style-type: none"> ➤ As above
Springboard Sunderland Trust	0300 003 7073	Customer Services Manager	<ul style="list-style-type: none"> ➤ Partnership with industry ➤ Potential work experience opportunities ➤ Construction industry chats ➤ Potential CCS educational event 	<ul style="list-style-type: none"> ➤ Meeting to discuss engagement ➤ Work placement opportunities ➤ Industry chats 	<ul style="list-style-type: none"> ➤ Pre-commencement meeting to discuss development partnership ➤ Twitter/Newsletter/Website ➤ Advertise apprenticeship opportunities on site
Phoenix Training Academy	0191 510 8812	Customer Services Manager	<ul style="list-style-type: none"> ➤ As above 	<ul style="list-style-type: none"> ➤ As above 	<ul style="list-style-type: none"> ➤ As above
University of Sunderland	0191 515 2311	Customer Services Manager	<ul style="list-style-type: none"> ➤ As above 	<ul style="list-style-type: none"> ➤ As above 	<ul style="list-style-type: none"> ➤ As above
Sunderland College	0191 511 6000	Customer Services Manager	<ul style="list-style-type: none"> ➤ As above 	<ul style="list-style-type: none"> ➤ As above 	<ul style="list-style-type: none"> ➤ As above
Councillors	MR. Julia Elliott Cllrs: Barbara McClennan Michael Morley Lynda Scanlon	Customer Services Manager	<ul style="list-style-type: none"> ➤ Update/awareness of progress of housing within their ward ➤ Potential for complaints/objections around building in the area 	<ul style="list-style-type: none"> ➤ Contact and introduce the organisation and the scheme ➤ Involvement in press activities 	<ul style="list-style-type: none"> ➤ Newsletter/Website/Twitter ➤ Ad-hoc communication relating to any concern submitted ➤ Opportunities for press releases and positive promotion of the scheme
Job Centre Plus	0800 169 0190	Customer Services Manager	<ul style="list-style-type: none"> ➤ Potential employment, work placement and apprenticeship opportunities 	<ul style="list-style-type: none"> ➤ Make contact to establish interest in the project ➤ Liaise with the team to offer placements 	<ul style="list-style-type: none"> ➤ Pre-commencement discussion detailing opportunities ➤ Ad-hoc contact as and when opportunities arise ➤ Advise of job opportunities
Milltech Training	0191 510 0414	Customer Services Manager	<ul style="list-style-type: none"> ➤ Potential for training, apprenticeship and employment opportunities for NEET young people ➤ Opportunities for Redcar young people 	<ul style="list-style-type: none"> ➤ CSM to contact to establish NEET young peoples' needs in the community ➤ Support local Redcar project 	<ul style="list-style-type: none"> ➤ Pre-commencement meeting to determine opportunities ➤ Create training package ➤ Contact supply chain to place learners
Sunderland City Council	via website	Customer Services Manager	<ul style="list-style-type: none"> ➤ Ensure the development is built within programme and budget ➤ Ensure impact on the local community is kept to a minimum ➤ Ensure reputation is protected ➤ Delivery of all Economic Planning activities ➤ Delivery of added value target 	<ul style="list-style-type: none"> ➤ Ensure that we liaise with the Client and understand their needs and wants beyond building ➤ Mutually agree targets in relation to the development ➤ Understand Sunderland's economic targets 	<ul style="list-style-type: none"> ➤ Arrange pre-commencement meeting to establish priorities and agree KPIs ➤ Twitter/Newsletter ➤ Project update ➤ Responsive to community concerns and complaints
Northumbria Police - Sunderland	via website	Customer Services Manager	<ul style="list-style-type: none"> ➤ Traffic Management ➤ Potential risk of criminal damage and trespassing ➤ General awareness of operations in their police area 	<ul style="list-style-type: none"> ➤ Arrange meeting prior to start on site ➤ Share intelligence regarding the risks in the area and implementing mitigating strategies 	<ul style="list-style-type: none"> ➤ Pre-commencement meeting/Email ➤ Newsletter/Website/Twitter ➤ Ad-hoc communication in connection with criminal activities and/or heightened risk
Sans Street Youth and Community Centre	0191 565 6021	Head of Customer Services	<ul style="list-style-type: none"> ➤ Works taking place close to the local project and homes ➤ Interest in development in the area ➤ Potential impact on the local road network 	<ul style="list-style-type: none"> ➤ Gauge appetite for contractor events briefing ➤ Explore a potential CSR project for the Community Centre 	<ul style="list-style-type: none"> ➤ Newsletter/Twitter ➤ Possible Meet the Contractors event ➤ Identify/sponsor CSR project within the Community Centre

Appendix D – Complaints Log



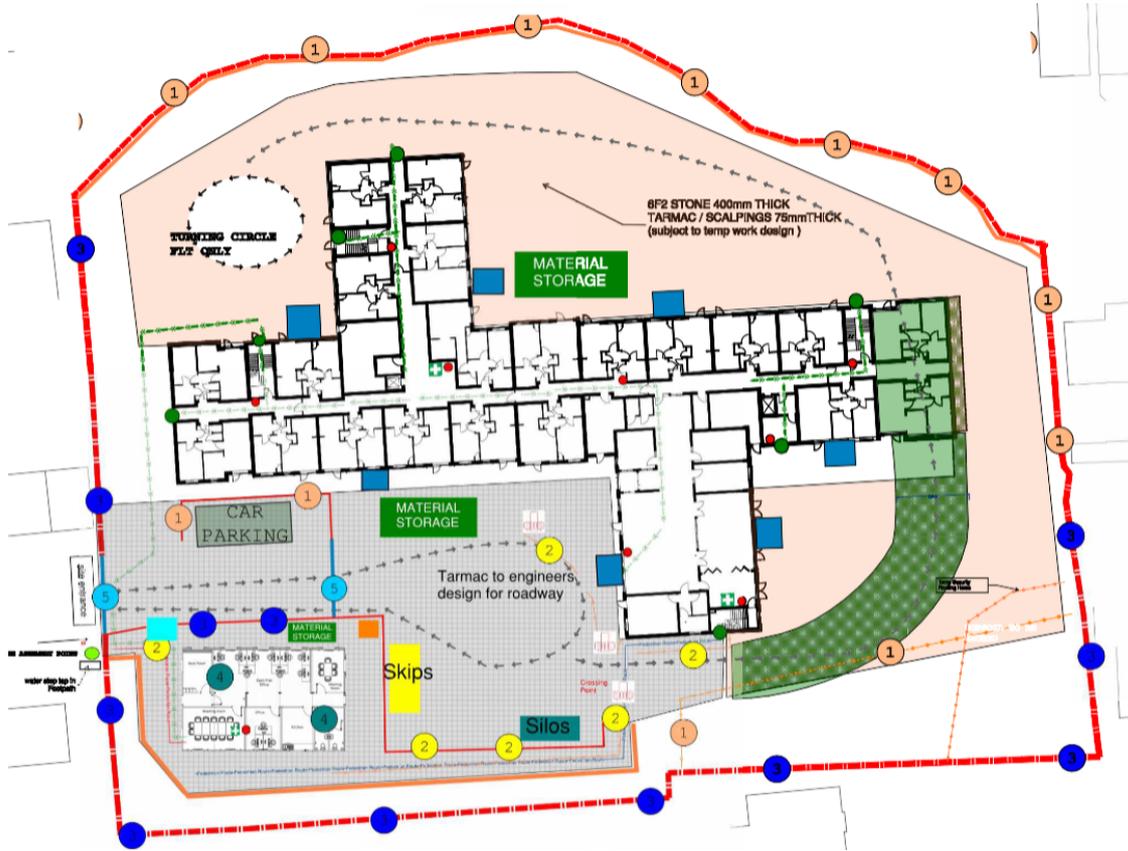
Compliments/Comments/Complaints Record

Date	Name & Phone Number	Compliments/Comments /Complaints	Action Taken	Date Actioned
	Name: Number:			

04/15

This record should be kept carefully on site and made available to the CCS Monitor for inspection as requested

Appendix L – Managing Welfare



Appendix M – Site Access & Egress from Major arterial roads.

